

Training Programs

APS Competency-Based Core Training

The Adult Protective Services (APS) Competency-Based Core Training was implemented in 1996. The training educates all new APS staff and personnel from other agencies on aging issues. In SFY 2001, 162 trainees attended the APS Competency-Based Core Training. The training is held semi-annually in Phoenix, and consists of five modules, totaling 72 hours of instruction.

SFY 2001 Core Modules and training schedule:

Core Module 700	Legal	10/31-11/2/2000 & 4/18/2001
Core Module 701	Adult Services Practice	3/14-15/2001 & 6/12-13/2001
Core Module 702	Casework Process	7/12-14/2000 & 4/18-20/2001
Core Module 703	Adult Development	8/16-18/2000 & 5/15-16/2001
Core Module 704	Separation and Loss	9/12-13/2000 & 5/29-30/2001

Core Module Assessment

In SFY 2001, individuals who completed the five core modules were surveyed on training module content and relevance of the training to their job performance. Results of the survey indicated that additional training was needed in the following areas: 1) culture differences; 2) mental health; 3) alcohol substance abuse; 4) guardianship and conservatorship petitions; 5) continued case management; and 6) legal training. Core Module Assessments are conducted annually, in accordance with the Aging and Adult Administration (A&AA) Strategic Plan. These areas will be priority subjects for future training.

Specialized Training

The APS Statewide Training Conference was held on November 29-30, 2000. The conference was titled "Health and Medical Issues, Diseases of Aging". Over 170 staff from APS, the Ombudsman Program, Legal Service Coordinators, Division of Developmental Disabilities, Area Agencies on Aging, Law Enforcement, and other state and community agency personnel attended this conference. The key topics of the conference included:

- Diseases of Aging: Understanding the common medical conditions seen in victims of elder mistreatment
- Essentials of Psychological Disorders
- The Older Adult: Psychiatric drugs and other medication use issues

The first annual "Consumer Medicare and AHCCCS (Arizona Health Care Cost Containment System) Issues and Fraud Conference" was held on May 23 & 24, 2001. The conference successfully delivered a comprehensive and in-depth message about consumer issues, safety, and prevention of being a victim of fraud. Several dynamic speakers presented up-to-date cases and techniques to an audience of state, city, and social service professionals along with private insurance agency personnel. Topics of discussion included how the Medicare system works and ways in which fraud occur; an overview of AHCCCS and how to help detect fraud such as telemarketing fraud, identity theft, criminal fraud; and elder abuse.

On June 20, 2001 a national satellite videoconference – "Serving the Unserved and Underserved Populations" was hosted by the A&AA and the University of Arizona. Information, techniques, and resources for addressing Medicare, Medicaid and fraud was presented to a crowd of thirty-six. Participants in the videoconference were from Department of Economic Security agencies and other community agencies. Unserved and underserved individuals and populations, who, due to language or cultural differences experience barriers to communication, were the focus of the videoconference.

In an effort to provide training for the Non-Medical Home and Community Based System, the A&AA contracted with the William E. Morris Institute for Justice to develop an ethics training curriculum and handbook for home care providers. The ethics training was piloted in May and June of 2001 in Maricopa, Pima and Cochise County.